

**Subject:** Fwd: CAREER OPPORTUNITIES: Operations Dispatcher (Venice BID) & Operations Director (LA Fashion District BID)  
**From:** John Walker <john@thescbd.com>  
**Date:** 06/01/2018 10:12 AM

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Begin forwarded message:

**From:** BID Consortium <labidconsortium@gmail.com>  
**Subject:** CAREER OPPORTUNITIES: Operations Dispatcher (Venice BID) & Operations Director (LA Fashion District BID)  
**Date:** April 30, 2018 at 3:31:47 PM PDT  
**To:** BID Consortium <labidconsortium@gmail.com>

Hello -

Below are two available BID Career Opportunities:

1. Operations Dispatcher - Venice BID  
(<https://losangeles.craigslist.org/wst/sec/6569328510.html>)  
Contact: Tara Devine [tara@venicebeachbid.com](mailto:tara@venicebeachbid.com)
2. Operations Director - LA Fashion District BID (description attached)  
Contact: Rena Leddy [rena@fashiondistrict.org](mailto:rena@fashiondistrict.org)

Please forward to anyone you think might be interested and direct all questions to the listed contact.

Thank you!

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**1. Operations Dispatcher - Venice BID**

(<https://losangeles.craigslist.org/wst/sec/6569328510.html>)

Contact: Tara Devine [tara@venicebeachbid.com](mailto:tara@venicebeachbid.com)

Job Title: Operations Dispatcher

Reports To: The Operations Dispatcher will report to the Chief Executive Officer.

Job Location: This position will report to and work from an office in Venice, a coastal neighborhood located within the City of Los Angeles.

Job Type: This is a full-time position with paid vacation and access to employee benefit plan. Flexibility with days/hours, including a willingness to work weekends on a regular basis, is required. A regular work schedule will be established for this position, but days/hours may be adjusted periodically/seasonally to meet the needs of the organization.

**Responsibilities and Duties**

The role of this position is to facilitate improved public safety and cleanliness of a designated area by monitoring and deploying public safety and maintenance teams to resolve unsafe and unclean conditions. Job duties include:

- Receive calls for clean and safe team services, and uses a radio system to dispatch the correct personnel to each call; follows up with callers as needed
- Know the whereabouts of all clean and safe team members; provide whereabouts if called upon by supervisor
- Know the status of all ongoing incidents; provide status reports if called upon by supervisor
- Monitor radio traffic
- Field general questions and complaints
- Coordinate and log both rest and lunch periods for clean and safe teams
- Receive data collected by clean and safe teams, review it for completeness/clarity and input data in a timely and accurate manner
- Work with supervisor to facilitate reports from data records
- Organize and file paperwork
- Make photocopies and prepare documents as needed
- Receive and log packages or deliveries
- Develop and maintain contacts with various city and county offices to resolve some issues and complaints
- Receive calls for office staff, identify the caller's need, and direct callers to the appropriate personnel; take and convey urgent messages
- Receive occasional office guests and notify appropriate personnel

**Required Qualifications**

- High School Diploma or GED
- Successful work as a dispatcher, switchboard operator or receptionist in a customer

service-oriented, high-pressure environment

- Experience with two-way radio systems (multiple channels) and phone systems (multiple lines)
- Ability to read maps and understand/provide directions as needed
- Outstanding organizational skills and multitasking abilities
- Professional and friendly phone demeanor, legible handwriting
- Ability to work under pressure
- Ability to develop and maintain an orderly filing system
- Ability to develop and/or complete forms
- Ability to print and collate occasional mailings
- Ability to operate a printer, copier and scanner
- Ability to work well with others/be part of a team whose members have different roles but common goals
- Commitment to success on a personal and an organizational level
- Experience with Gmail, Word and Excel
- Timeliness/attendance
- Other light administrative duties, including basic research, as assigned

Desired Qualifications (not required)

- Experience in any maintenance/janitorial or security/public safety related field
- Ability to speak, read or write other language(s)
- Experience with PowerPoint, Adobe Acrobat and/or other programs and applications
- Familiarity with Venice, CA

This position is available immediately and will be filled in May 2018. Please send your resume and an email or letter that explains who you are and why you are interested in the position.

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2. **Operations Director** - LA Fashion District BID (description attached)

Contact: Rena Leddy [rena@fashiondistrict.org](mailto:rena@fashiondistrict.org)

**Operations Director, Fashion District BID, Downtown Los Angeles, CA**

The purpose of the Operations Director position is to execute and manage public safety and maintenance programs, which enhance the quality of the environment in the LA Fashion District. The Operations Director will work out of the LA Fashion District field office, in a fast-paced, deadline-driven environment. Approximately 60 percent of the position is comprised of inside administrative duties and 40 percent is performed on the streets of the 100-block district. Street work includes owner and tenant relations and problem solving; monitoring and training personnel; directing special initiatives and day and night routine inspections. Administrative work includes 20 percent executive level writing tasks (reports, memos, planning documents, forms, etc.). Other routine administrative duties include meeting attendance, oversight of facility and equipment maintenance and service delivery inspection and coordination.

The LA Fashion District BID provides services 24 hours a day, seven days a week.

The Operations Director and the Operations Coordinator work as a team to ensure maximum coverage of the 24-hour, seven-day-a-week public safety and maintenance programs. Nights, weekends, and some holiday work is required. A high energy level is required to manage the 24-hour BID service programs.

Scope of Work:

- Develop and manage the daily operations and administration of the LA Fashion District Business Improvement District (BID) public safety and maintenance contracts.
- Oversee and manage all aspects of the security services contract and the maintenance services contract, including contract negotiation and management and personnel motivation and management.
- Develop, manage and monitor budgets of approximately 1 million dollars
- Maintain and manage the operations facility (field office), equipment and supplies. Manage all aspects of field office administration and operations.
- Inventory and monitor the delivery of all public services and ensure that the District receives exemplary levels of service from contractors. Develop and maintain effective service tracking systems designed to improve efficiency.
- Maintain good relationship and communications with LAPD and other emergency services.
- Make recommendations related to public service delivery improvements.
- Monitor and correct District problems on a 24-hour basis and make recommendations on long-range programmatic solutions.
- Identification of City service problems and follow up on service requests.
- Develop monthly statistical reports in a timely manner.
- Analyze monthly statistical reports and utilize as planning tool in the execution of services.
- Maintain documented inventory of equipment and supplies three times a year.
- Maintain, manage and improve the operations facility and parking arrangements.

Qualifications

- BA/BS degree and a minimum of two to five years of relevant professional experience.
- Ideal candidate will have a background/experience in special assessment districts, security, and/or maintenance and/or project management.
- Management/supervisor experience.
- Knowledge of principles and practices of security and/or maintenance are highly desirable.
- Strong customer service and interpersonal communications skills required.
- Computer proficient.
- Driver's License
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**Salary and Benefits:**

Commensurate with experience, 80/20 Health Insurance, Dental Insurance and 3% contribution to Simple IRA

**Send Resume before May 15, 2018 to [Rena@fashiondistrict.org](mailto:Rena@fashiondistrict.org)**

—Attachments:—

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LA Fashion District BID - Ops Position 2018.pdf

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